



MISSOURI DEPARTMENT OF MENTAL HEALTH

KEITH SCHAFER, DEPARTMENT DIRECTOR



DEPARTMENT
OPERATING
REGULATION
NUMBER

DOR
4.040

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|--|-----------------------------|---------------------------|-----------------------|-----------------------|
| CHAPTER Program Implementation and Records | SUBCHAPTER Program Plans | EFFECTIVE DATE 6-3-13 | NUMBER OF PAGES 2 | PAGE NUMBER 1 of 2 |
| SUBJECT Intake Procedures | | AUTHORITY 633.110 RSMo | HISTORY See Below | |
| PERSON RESPONSIBLE Director, Division of Developmental Disabilities | | | SUNSET DATE 7-1-16 | |

PURPOSE: Prescribes procedures for responding to inquiries about services for individuals who may be developmentally disabled.

APPLICATION: Applies to regional offices operated by the Division of Developmental Disabilities.

(1) Terms are defined as follows, unless otherwise incorporated by reference to 633.050 RSMo:

(A) Intake: Gathering data about an individual for whom services are requested, or for whom a referral or case finding contact has been made, prior to determination of eligibility.

(B) Inquiry: Any verbal or written request for information or services made by the individual for whom the services are intended, the individual's parent or guardian, a referring agency or individual, or regional office staff.

(2) Upon receipt of an inquiry about services, employees shall immediately direct that inquiry to regional office intake staff, who shall:

(A) Complete an Initial Contact form (DMH 8744) by the end of the same working day if possible, if the inquiry is made in person or by telephone, or, if an inquiry is received in writing, contact the inquirer by phone or in person by the end of the same working day, if possible; and,

(B) Initiate the Intake, Application and Evaluation Checklist and Log (DMH 8752).

(3) Upon completion of the initial contact interview, the regional office intake worker shall:

(A) Immediately determine that the requested services are not provided by the Division directly or by purchase, or that the individual is clearly ineligible for services, and

1. Orally provide each inquirer with the reasons for ineligibility and then provide written follow-up as to reasons for ineligibility and referral information, which shall include agency name and contact information;

2. Provide brochures, including but not limited to those describing the division, its services and facilities; the regional office and its services; appeals, and Missouri Protection and Advocacy Services;

3. Refer the inquirer to appropriate agencies within five (5) working days of initial contact; and,

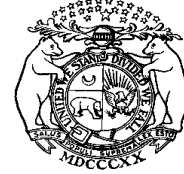
4. Record the referral information on the Intake, Application and Evaluation Checklist and Log on the same working day; or

(B) Immediately determine that the individual may reasonably be suspected to be developmentally disabled; and



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1. Contact the individual, family or guardian by the end of the same working day, if possible, through whatever means possible, including the referring agency, to determine the desire to apply for services; and

2. Based on a desire to apply for services, provide or mail, by the end of the next working day, an application that includes, but is not limited to:

- (a) Application for Services (DMH 8607);
- (b) brochures describing both the division and the regional office missions and services;
- (c) Missouri Protection and Advocacy Services brochure;
- (d) Client Rights Receipt (DMH 8741);
- (e) "Your Right to Appeal," a brochure describing the due process rights and procedures for an individual denied eligibility for services;
- (f) "Sharing the Cost of Services," a brochure describing income eligibility determination and charges for services;
- (g) Standard Means Test Application (DMH 69);
- (h) Client Rights (DMH 8751);
- (i) Instructions on how each form may be completed; and,
- (j) Cover letter that specifies the forms contained in the application packet; the name and telephone number of the regional office intake worker who can provide assistance in completing the forms or answer questions; and the name of the regional office staff member assigned to monitor the comprehensive evaluation process.

(C) Log all activity on the Intake, Application and Evaluation Checklist and Log on the day action was taken by the intake worker or other regional center staff.

(4) The Initial Contact form (DMH 8744), the Intake, Application and Evaluation Checklist and Log (DMH 8752) may be maintained physically or by electronic form. All other forms, brochures, instructions and letters referenced in this DOR shall be maintained manually.

History: Original DOR effective May 1, 1988. Amendment effective May 1, 1992. Amendment effective May 1, 1993. Amendment effective July 1, 2002. On July 1, 2003 the sunset date was extended to July 1, 2004. Amendment effective June 1, 2004. Amendment effective July 1, 2007. Amendment effective July 1, 2010; Amendment effective June 3, 2013.